

1                    SYSTEM AND METHOD FOR PRIORITIZING CONTACTS

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3                    ABSTRACT OF THE DISCLOSURE

4                    A system and method for prioritizing contacts is disclosed. The method  
5 discloses: receiving a set of requests from a set of contacts to be connected to a  
6 recipient; generating a first priority level score for each request based on an acoustical  
7 analysis of a contact speech signal within the request; generating a second priority  
8 level score for each request based on a keyword analysis of the request; combining the  
9 priority level scores for each request into a combined priority level score; prioritizing  
10 the requests within the set of requests based on their respective combined priority  
11 level scores; and routing to the recipient that request, from the set of requests, having  
12 a highest combined priority level score. The system of the present invention includes  
13 all means and mediums for implementing the method.